

What is Disease Management?

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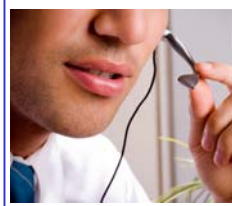
Disease Management (DM) is a piece of the Benefit Options health plan that offers members an extra level of service, but very few people know about or understand it. The disease management programs provide services to individuals who may be experiencing difficulties with a variety of medical situations.

Disease Management might best be described as a coordinated process of assessment, planning, and facilitation of health care interventions and communications, which help meet an individual's specific needs. The program's concept is to help members control chronic medical condition(s) and improve their quality of life. Under the Benefit Options insurance, four disease management programs are available:

- Diabetes
- Asthma/COPD
- Coronary Artery Disease (CAD)
- Congestive Heart Failure (CHF)

How it works

When enrolled in the Benefit Options disease management program, a registered nurse disease manager assesses the member's needs and collaborates with their physicians and other health care providers to create a personalized plan tailored to the patient's lifestyle. During the program members speak with their disease manager by phone on a regular basis. The disease manager provides information describing the personalized plan and goals and he/she will also:



- Provide tips on how to keep the member's diet/exercise program and necessary medical tests on track
- Offer tips on how to manage stress to help control symptoms
- Assist with understanding the doctor's treatment plan; and
- Review and discuss medications, how they work and how to use them.

Generally, the disease manager will work with members as quickly or as slowly as they like – allowing patients to complete the program at their own pace. Over the course of the program participants learn how to incorporate healthy habits into their everyday lifestyle and improve their overall health.

How to get involved

The Benefit Options disease management programs offered through Optum Health and Strategic Health Corporation have systems to identify and reach out to members who may need help managing their health conditions. So, you or someone you know may have received a call or letter from a nurse wanting to talk about a specific health concern. The disease management companies work with the State health insurance to provide this additional service. Participation is optional, private, and tailored to your specific needs. Also, members of the Benefit Options health plan who are concerned about a health condition and would like to enroll in one of the covered programs can contact their respective disease management vendors directly to self enroll. Members on a UnitedHealthcare plan can call Optum Health at 1-800-896-1067 to inquire about disease management services. Members of AZ Foundation, Beech Street, or RAN+AMN Healthcare can call Strategic Health at 1-866-244-8977 for questions or more information.

2008 Mayo Clinic Health Assessment Closing January 31st, 2009



TAKE THE FIRST STEPS TO HEALTH & PRIZES

If you have not taken the health assessment, you still have time. The campaign runs until Jan. 31st. Log on to www.bewellstaywell.az.gov and complete the questionnaire today to:

1. Receive your FREE T-shirt
2. Be eligible for FREE coaching

FREE T-SHIRTS

ADOA distributed the first 3,800 T-shirts in December and is prepared to mail "Be Well Stay Well" T-shirts to all Health Assessment participants who accept the incentive consent form online. Employees can expect to receive their T-shirts at the address provided during the online Health Assessment.

PARTICIPATION STATS

Since the 2008 Mayo Clinic Health Assessment Campaign kicked off on August 11th, 4,315 Health Assessment questionnaires have been completed. Employees are thinking about their health and making positive changes. 484 (11%) of the Health Assessment participants have enrolled in the Mayo Clinic EmbodyHealth, 1 on 1 Coaching programs to improve their health status. Those who complete the Health Assessment may be eligible for FREE coaching in one of the following programs:

- Healthy Weight Advisor
- Tobacco Quitline
- Exercise Advisor
- Nutrition Advisor
- Stress Advisor

Log on today at www.bewellstaywell.az.gov get a FREE T-shirt and give yourself the greatest gift — good health.



Ready to Quit?

Join the Tobacco-Free
Program Today!



Sign up to participate in the Healthful Living™ Smoke Free Program. Successfully end your tobacco addiction.

Program Features

- One on One Counseling with a trained, clinical health coach
- 6 scheduled calls over 6 months
- Step by step quitting advice, health education, and motivational materials
- Program workbook with industry leading expertise and goal setting tips
- \$500 allowance for tobacco cessation prescriptions and over-the-counter medications per member per lifetime

Registration Period

January 2, 2009 thru February 28, 2009

Get Started Today!

◦ Call Toll Free 866-661-6781
Monday thru Thursday, 8a.m. to 11p.m.
Friday 8a.m. to 9p.m.
Saturday 9a.m. to 6p.m. (EST)



Make your commitment today
to be tobacco FREE!



2009

Upcoming Events

Feeling the Economic Crunch?

Coping with times of economic uncertainty

Economic slowdowns are an unpleasant but common part of the normal cycle of expansion and contraction of the economy. There will always be periods of large growth, times of relative stability and times where the economy slows or recedes.

While economic downturns can be stressful, there are things individuals can do to cope with this challenging financial environment. Acting wisely during tough financial times can help position you for a healthier financial future. Here are some tips you can use to help withstand economic storms:

- Build an emergency fund. Experts recommend keeping at least three months' income in a safe, liquid account such as a savings or money market account.
- Focus on saving verses spending. Rethink priorities. Only buy what is really needed. Evaluate expenditures by listing them in order of priority, and determine which purchases can be eliminated or reduced.
- Create (and stick to) a budget. Budgets provide a clearer financial picture and give you a better sense of control over your money. By knowing exactly what your income and expenditures are, you will be able to change spending habits and increase savings.
- Avoid taking on new debt. Taking on new debt in a time of economic uncertainty will only increase expenses. A better strategy is to learn to live on less money, and save as much as possible for unexpected future needs.
- Pay off credit card balances each month. When using credit cards, make an entry in a check-book register for each individual charge the day the charge is made. This will prevent credit card bills from being a surprise without adequate cash in the bank account to cover them.
- Look for ways to increase income. Discuss the possibility of part- or full-time employment with a stay at home spouse. During serious financial hardship, consider working overtime or taking on a second job.

Source: ComPsych Guidance Resources Online
www.guidanceresources.com

Wellness Contracts Status Report

SCREENING SERVICES STATUS:

Screening contracts were awarded on June 17th.

Mobile Onsite Mammography, Healthwaves, Banner Occupational Health, and Maxim Health Systems are now under contract to provide convenient, at-work screening services.

Wellness is currently taking requests for screenings at State worksites. Listed below are each companies services.

Healthwaves

- Flu/Pneumonia Vaccinations
- Mini Health Screening
- Osteoporosis Screening

Maxim Health Systems

- Flu/Pneumonia Vaccinations
- Mini Health Screening
- Osteoporosis Screening
- Skin Cancer Screening

Mobile Onsite Mammography

- Mammography Screening

Banner Occupational Health

- Skin Cancer Screening

EDUCATIONAL CLASSES STATUS:

Wellness awarded contracts for educational classes, fitness classes, massage, and weight management on October 24th. Kronos Optimal Health, The Back Rub Co., and Jesse Tsao will be the State's vendors providing services in the future. Wellness is working to complete the vendor implementation, but due to severe budget restrictions will not be able to offer the contracted services at this time. These programs will be placed on hold pending analysis from the ADOA budget team.

Thank you for your patience during this difficult budgeting period.

Mini Health Screening at Work

All State employees and Benefit Options members are eligible to participate in mini health screenings.

The basic screenings are FREE

- Height & weight; percent of body fat (body composition).
- blood pressure
- Full Lipid panel and blood glucose



January 20th — Auditor General
2910 N. 44th St.
3rd Flr Conference Rm.
(11:30am-1:30pm)

The screening will operate on a walk in basis.

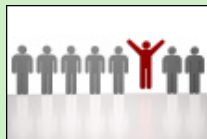
You will need your Employee Identification Number (EIN) and Insurance card for this event.

What Services & Programs are Offered by Benefit Options Wellness?

The Wellness website has the complete list of screenings, classes and other programs available for request and scheduling at State worksites.

Wellness events are requested and coordinated by State employees at worksites. If you are interested in hosting a program at your worksite, visit the Wellness website to view what is available and learn what Wellness has to offer.

Event requests must be submitted online by clicking this logo:



Complete the brief form, including contact information and the event requested and hit submit! A Wellness team member will reply to your request and begin scheduling your event.

Log on Today!

Take advantage of the many programs and services to keep employees healthy

MOM

Mobile On-site Mammography

"Early detection is the best defense we have at this time for catching breast cancer in its earliest stages," says Catherine Midgette, Executive Vice President of MOM. "If we find the cancer in its earliest stages, the patient has a 97 percent survival rate." Mobile On-Site Mammography (MOM) travels to perform mammography screenings at worksites across Arizona.

MOM will directly bill insurance. Benefit Options health plan members do not have to pay a copay at these events. (Other insurance plan members may have a copay. Check with your insurance's member services department for more information.)

Call MOM at 480-967-3767 to schedule your appointment.

Jan. 6 — Safford, DOC
869 S. Cook Rd.
(8am—5pm)

Jan. 14 — Phoenix, Supreme Court
1501 W. Washington
(8am—5pm)

Jan. 15 — Phoenix, Supreme Court
1501 W. Washington
(8am—5pm)

This service is generally provided on a request-basis. Call MOM at 480-967-3767 or 1-800-285-0272 to schedule this service at your worksite. There is a minimum of 25 participants preferred.

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100 N 15th Ave, Suite 103
Phoenix, AZ 85007

Benefit Options
Wellness
Be Well Stay Well.

www.benefitoptions.az.gov/wellness

email: wellness@azdoa.gov,
Phone: 602-771-9355